

Summary: 76 comments received at e-mail answer point

Subject: Possible "locations " for special boooks such as Nobel winners.

I wonder if it would make sense to have a shelf (properly designated) that would hold such books as Nobel prize winners, Booker prize winners, Pulitzer prize winners as well the equivalent for childrens and teens?

Subject: The Library of The Future

Thank you for allowing members of the community to offer comments and suggestions regarding the future form and function of the Sunnyvale Library.

What I think a library should offer:

1. A source for books, periodical publications, and (yielding to the tide of events) media on tape, CD, or DVD which are available for on-site perusal or short term borrowing or rental.
2. A limited source of materials of a similar nature to support research.

What I think a library should not offer:

- A. A sanctuary or refuge from life's fast pace.... That's part of what a church is about.
- B. A cozy place for family bedtime stories. In my home, we read bedtime stories, providing a quiet time for bonding, and settling down, and then the children went off to bed. The business of reading a story at the library, and then returning the book, walking out to the car, driving home, and then, after all that, getting ready for/going to bed would seem to pretty much obviate any of the benefits derived from the traditional bedtime story time at home.
- C. A safe place for teens to be with friends. Get real. How do you expect to lure them away from the mall, the park, the ball field, the parking lot, etc?
- D. A center in which to find local government information. As opposed to the information desk at the city hall, across the street?
- E. A vibrant community space bustling with activity. No. Libraries should be QUIET spaces, in order to enhance the other activities - reading, research, like that - which normally take place there.
- F. These other requests listed in the first paragraph of the article in the Quarterly report - a computer lab, a café, a gift store, separate children's and teen's spaces, wireless access, performance spaces, more computing capability - are all services that are far more appropriate to, and far better met by, facilities not appended to a library.

Perhaps it would be most productive to focus your energies on finding ways to expand this "...small - for a community this size..." library, without attempting to expand the scope of the operation to include theaters, coffee shops, and souvenir stands. Keep it a library, not some sort of a mini-mall.

Subject: Comments

Director of Libraries:

This is in response to the article describing some of the requests that have been made of the library.

My first comment is to have everyone read the dictionary description for "library." Basically that is what I believe a library should be.

Most of the items listed in the article are functions or facilities that should be provided by Community Centers, NOT a library . I agree that teens should be provided with a safe place to meet and hang out, however not in the library.

Family bedtime stories should take place in a bedroom, unless the library is going to provide sleeping facilities!

A library should not be "bustling with activity." If there is sufficient room so that a quiet "reading room" is available then some library related activity could be tolerated.

I do not think that the library should provide CD's or current movies on DVD's to the public. The library is competing with businesses that rent DVDs. If there are CD's or DVD's that are research oriented and not generally available, that would be appropriate for a public library.

I will not be able to attend the July 20th meeeting.

7/4/2005

I started listening to audio books available through the Sunnyvale library. This is a great service and I would like to see the offerings expanded, especially classics.

I transfer the audio books to an MP3 player and listen while I exercise. So far I've listened to several Charles Dickens volumes.

Thank you for making them available!

[Handwritten note received on July 6, 2005, submitted anonymously]

1. I would like to have a room to view video collections.
2. Meeting rooms for studying with groups or reserving rooms for personal meetings.
3. Instead of having Internet access in different sections of the Library, may have it centralized in one area and also have WiFi access.
4. I'm a little agitated about people using their cell phones in the Library. If there was more enforcement it would be greatly appreciated. Maybe more signs of no cell phone use.

As a patron of the library, I'd love:

-free wireless connection to the internet

-tech support for any security or connection issues (perhaps Santa Clara library could offer best practices on this)

-pictures & artifacts of old Sunnyvale (Trader Joe's in Sunnyvale does a good example of this).

Thanks!

Hi,
My #1 idea for the library of the future is "don't forget the books!"

I would gladly sacrifice the DVD collection, the internet terminals, the cafe, the gift store, etc, in order to maintain and improve the collection of books. I already love the selection of travel, history, and cooking books. I love math, science and foreign language instruction books, but don't think that the collection of those is as good as it could be.

Good luck in the library of the future plan!

I would like to see the library left as it is and concentrate on expanding and improving the existing services. I saw several ideas in the Sunnyvale Quarterly Report such as a cafe, performance space, etc. and I oppose those forays into non-traditional library services. In an era of limited budgets let the library concentrate on what it does best and it certainly does that very well.

I enjoy the library and use it often. I am very happy that you now have lots of DVDs available for rent at \$1.50, which is very reasonable. I would like to see the library expand, so that there are more quiet places. The Mountain View Library has a second floor which is very quiet. The Sunnyvale Library can be very noisy at times, and I've noticed that not much is done about it when it happens. No offense, but your security woman looks like she could be knocked over with a feather.

Greetings,

First off, may I extend my heartfelt thanks for all the valuable services that the Sunnyvale library provides -- you folks are great!

I'm writing because I am unable to attend the 'Library of the Future' meeting on July 20th and wanted to share a thought or two.

First off, your staff is great: friendly, attentive, knowledgeable, and helpful. Really first class. I really appreciate the ability to access the catalogue online as well as suggest items for purchase and request items online.

There's not too much to improve but, in a perfect limitless budget world, it would be nice to see a larger selection of books on CDs. Also, in terms of the status of requested books, it would be wonderful to know how many patrons are waiting ahead of me for the same book. My sister is a patron of the Folsom, CA library and she has the ability to access that information online. Not essential, just helpful.

Thanks for letting me share my two cents worth.

I would suggest that you look at the new libraries that have been built recently in Santa Clara and Cupertino and use those as a starting point. Talk to the staff and see what they like and what they would do differently after operating for a while. The s.c. library is certainly visually appealing, roomy and has lots of computers which are in use most of the time. I haven't seen the Cupertino library yet so I can't comment about it.

I just got back from my first visit to the new Cupertino Library. What a disappointment, it lacks the ambience of the new Santa Clara library. While they have a lot of computers, each one has its own printer which is really an added expense for the initial purchase as well as the maintenance of all those printers. Santa Clara has a central printer that serves all the computers and it works out fine.

In my opinion the new Santa Clara library should be used as a model in the planning of the new Sunnyvale library.

Dear Deborah,

Thank you for this opportunity to participate, after a fashion, in the public meeting. I think that it's a great idea to give citizens the opportunity to respond both ways. I do wish I could be there in person because I think it is always helpful to hear the ideas of others. I do have some ideas to share, some of which is based on thoughts expressed by others.

1. As a member of the CALTAC Board for a number of years, I have the opportunity to hear what visitors think of our library. I often hear appreciation for the warmth that many perceive characterizes our library. It's a welcoming place, the open area as you enter gives a feeling of welcome and space, and the fireplaces which I think are somewhat unique to us almost always receive positive comment. I do hope that we can retain the fireplaces in some forms as part of a reading area.

2. I continue to feel that Children's Services should be one of the top priorities of the Sunnyvale Library. One need only to attend some of the children's programs and see the number in attendance to see that I am not alone in this feeling. While many good things are being done, I do not feel that the depth of the children's collection is sufficient. Often the shelves for books of interest to very young children seem to be quite empty because the collection is so well-used. Therefore, to me children's services is #1. I would even like to see an expansion when it is possible to include a partnership with hospitals and/or pediatricians in the area so that parents of newborns can receive books and begin to understand the value of reading. (There was such a program that I heard of at a session at CLA conference, but I also heard that there was no longer funding)

3. When more space was needed, our meager supply of small group conference rooms was eliminated. In planning a new building, I feel that we need to include some small group conference rooms -- teens are especially in need of this.

4. "Speaking of teens," let's provide teens with a space that they can call their own where their books and other resources are available (and maybe a small group room or two, also). Working with staff, it seems that they could add a lot to the design and flavor of the area themselves.

5. It probably goes without saying, but I would like to see the electronic resources of Sunnyvale Public Library equal to and/or surpassing the neighboring libraries.

6. When I was on the Sunnyvale Library Board there was talk about a coffee shop or Starbucks at the Library. More and more this is seen as a possibility in our geographical area. I would be in favor of this. I think that having this as "part" of the library bolsters the concept of the library as--

--a meeting place

--a community center

--a place to share ideas

7. A partner in literacy. I partnered with a learner with the County program some time ago. My suggestion comes from this, and from more recent experience as well as experiences told to me by others.

Often people who come to the United States speaking languages other than English need help learning to speak English - especially as many have jobs in service positions (such as McDonald's and other fast food places,

gardening, building fences, cement work, etc.) where they work with the public.

If the need to speak is simple, it works all right. If there is a need to answer a question, explain something, have a discussion, listen to another's idea, the little or non-English speaking individual, the company they represent, and the customer all lose something.

It first occurred to me that businesses would serve themselves and their little or non-English speaking employees well if they provided literacy classes. It would give the employees a skill that can be used to better their position and their opportunity to progress. McDonald's does much in the area of public service, and perhaps the other businesses do as well. I feel that literacy and English speaking could well be included in this public service.

It then occurred to me that the library (or libraries in the region) could partner with businesses, providing the classes. Could the businesses then provide the funds to support this??

Last year I became aware of a program in Monterey Park designed to help new residents in the community. Lilian Kawatani received a CALTAC Award for her work and dedication to their library's LAMP Citizenship class. She also tutors English. Perhaps aspects of their experience could be related to a program serving our area.

I think that I'll stop there, but I look forward to hearing results of the July 20 meeting. Perhaps there will be a followup meeting?

Thank you again for doing this.

Dear Staff,

Your library is the cleanest and quietest in the area. Your books are the cleanest I've ever seen at any library. Your bathrooms are clean. The floors and shelves are clean. I ask you to please NOT consider a snack bar or vending machines. Working as a page for three years at Cupertino Library (prior to the remodeling) I was witness to many patrons, teenagers mostly, smuggle in food. Countless times at closing, the page staff including some librarians were cleaning up bags of chips, soda cans, Starbucks, gum wrappers, you name it. These were not just on tables and floors but left hidden in the shelves. Books have crumbs, smudges and smears on them. Sometimes we felt more like the food police or janitors than pages. It was this trend among Santa Clara County System and City of San Jose System that led those libraries to decide to include snack bars and vending machines. It was a defeatist "can't beat em so join them" attitude, in my mind. Based on the cleanliness of the library currently, if you were to include a snack bar/vending machines, I believe you would be causing a potential problem which effects would not be resolved easily.

Library funding should not be utilized to create yet ANOTHER place to grab a bite to eat, rather it should be used for more books, more terminals with internet access for those who can't afford a computer at home, and more chairs for the disabled and elderly. That is a beneficial use of money.

You are the only library I patronize. The drive from San Jose is worth it.

Thanks you for reading.

Dear Library Staff:

It was unfortunate that I was only able to attend your 7/20/05 meeting to discuss the subject matter during the concluding minutes. Here are some comments that I may have had:

1. Locate the Future Library at a geographically central location to maximize access by all modes of transportation including by foot. Near to El Camino would also be desirable for public transportation access. I would nominate the

Sunnyvale Community Center complex as one such location plus it has other activities that blend with the library. Your current location would also be meet this criteria "IF" there is enough elbow space for any necessary expansion.

2. The Future Library should also be very central as a specialized data/info location. For example, if there were a single facility for the current SC[i]3 library then the Future Library should also include access to Patent & Trademark databases. There is and will be a greater History Museum in Sunnyvale that will be available during limited hours, but from an information point-of-view, the history of Sunnyvale should be as wholesome and available a collection in the Future Library as is possible. The History Museum will undoubtedly always be short of space for little more than some typical artifacts. Very often studies/research manage to include all of these information subjects and it would be so important to have all possible answers in one location.

3. Should the Future Library be the repository of key archival City records for direct access by interested parties?

4. Should the Future Library have data search/access to its contents, whether hard or soft, by computerized techniques such as Google provides today. There are automated capabilities available today to scan books into database form.

5. For shelved books, provide a data-search method that identifies a book and its physical location. It would be simple technology to have a queing-light flash the shelf location to aid in quickly locating an item on the shelf.

6. A multimedia library of concise tutorials about City, Region, State, Federal, World features would be of value to anyone but invaluable to the young or new citizens.

7. Can/should the Future Library pickup "teaching" where the school systems stop?

I do understand that "funding" for these and other objectives is the major challenge. To that, I wish you the best. I did my little, but futile, best for our city by voting against the fraud of Proposition 13!

Hi,

First let me say that the library staff do an amazing job with the current library. It is one of my favorite places to go in Sunnyvale and it is rare that I go there and cannot find the book I'm looking for. The automated checkout and overdue book system is great!

That said, if the library does expand, I would love to see an upstairs addition, rather than use up more precious land and resources in doing so. I love the look and feel of the library now, and especially the beautiful landscaping and maples out front. It seems such a shame to tear that all down, when a much more cost effective expansion (for our budget-conscious city) could be had by building vertically.

Within the expansion, I would love to see a place where Parents and small children could sit in comfortable chairs and read aloud without feeling like they're disturbing others. Also, along those lines, 5-10 small study rooms or conference rooms that can be reserved for small groups.

Thanks!

Hi!

i hope you're still accepting suggesitions for the new sunnyvale library.

1. holds area: please make the books on hold area accessible to the public similiar to Cupertino's and Saratoga's library, not City of Santa Clara. i like being notified by email when my book is in, going to the shelf, checking it out

without waiting in line.

2. check out kiosks:

password requirement - don't need one. i don't like having to type in my password at the cupertino or saratoga library. i like the way you just scan your card at the City of Santa Clara library. quick scanner - i don't like having to line up the barcode to the laser light at the cupertino/saratoga library. i like the quick scan at the City of Santa Clara library. multiple areas: i like the fact that the scanners are at least two check out scanners in each dept of the new libraries.

3. book return:

it seems like a total waste of money to have automated book drop that City of Santa Clara has..it's often broken. i like the way the cupertino and saratoga libraries have it outside with the sorted labels. would be cool if you had a drive-thru drop off area, especially when it rains.

4. 5 minute parking stalls:

i really like the short term parking lots. It's just enough time for me to return my books and pick up the my new books that are on hold. however, these lots in cupertino, saratoga and santa clara are not enforced.

5. round tables:

i really like the round tables with hidden electrical outlets in the City of Santa Clara library.

6. study room:

i really like the little study rooms in the city of Santa Clara library. the ones at the Cupertino library face the afternoon sun and the study rooms become like saunas!

7. book donation area/store - i really like the way the Friends of the Santa Clara library operates their book donations, book sales, having their own little store, etc.

basically, i like all of the features of the City of Santa Clara library except for the Holds area and the automated book drop.

thanks!

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- Feasibility of more book sales, Santa Clara vs. Sunnyvale, room or place set up for sale?
 - Make bookmobile stop or put a drop off box or drive thru
 - More time on Internet, make it go 90 minutes, keep kids to their time
 - Have more videos or cds on sale, more on the book table
 - Change card catalog computers to Internet, cut down on lines, ok?
 - More security, love them walking around and helping people; have a front door security person, like Costco type.
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1. Make it accessible 24 hours a day 365 days a year.
 2. All DVD and video rentals are free.
 3. Email library overdue and request notices.
 4. Shorten Library Card #. I think only the last 7 digits are unique so why should we have to type in 14 digits?
 5. Library card number can be used for accessing other city services on the web, e.g. class registration, business license, utility bills etc.
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Provide free WIFI connection to all library users for them to connect using Laptops inside and outside the library

1) Fine tune circulation check in procedures. MANY times books have been turned in and are not scanned correctly. They have somehow made it from the lobby drop off or the outside bins into their rightful place in the stacks without being checked in, or worse, they end up completely missing in the system even though the borrower diligently returned the material. The only suggestion from circulation workers to avoid this is to stand in line and ask the worker to hand scan each book. Sometimes lines make this highly inconvenient, and the worker is not at all pleased with the request to scan a large stack of books.

2) Encourage all reference staff (both children's and adult's sections) to have a more customer service mindset. Some are like this, but there are particular librarians whose tone and response to an inquiry is very "put offish," as if they are annoyed that someone would have the audacity or stupidity to make such a request. Others can be efficiently helpful but seem more comfortable sitting at their desk in front of the computer screen rather than engaging the public.

3) For anything related to children (collections, programming, staff morale, physical layout), look to the Mountain View Library as an example of what Sunnyvale could become.

4) Develop parent/tot reading programs specifically aimed at lower-income Spanish speaking preschoolers, hire a dynamic bilingual storyteller/teacher to lead these, and take these programs into the community. Without such early literary introduction, many of these toddlers will become the Sunnyvale elementary and then the middle and high school students who fail in formal schooling, detest reading, and visit a library solely for its DVD or social offerings--if that.

1. Expanded Children's Area:

- larger restrooms, including change tables for babies/toddlers.
- more reading tables or cozy couches/loveseats for parents and children, separate play/activity area for younger children (or separate room)
- incorporation of children's multimedia resources into the children's area (DVDs, CDs, tape cassettes, etc.)
- chinese and spanish language reading/children's program.
- small cafe/eating area for adults and children. Possible?

2. Separate computer room for adults to reduce congestion in high traffic areas/lobby of the library.

3. Separate reading areas from library stacks. Current library has too many "dark/remote" corners - sometimes feels a little creepy to look for a book in the stacks and see someone sleeping in the corner (I know that the Sunnyvale library has its fair share of street people. Not much you can do about that, but at least everyone reading/sleeping would be in the same area for better supervision).

4. More self check-out terminals.

That's it for now for my shopping list! Many thanks for your consideration.

I'm a Sunnyvale native with a good +35 years of the City library use so I felt I should send some of my thought and comments having missed the Sunnyvale Library of the Future meeting in July. I start with some bigger thoughts then I end with a few niggling details that could be addressed before any big remodelling.

Progress in Library Design:

Compared to the current string of new libraries (ie. San Jose, Santa Clara and Mountain View), Sunnyvale will always be out of sync with the latest technologies and developments in library design. Being the first will lead to being obsolete the first too. The same thing happened with cable TV in the early 70's.

Two main library design factors I see as much advanced since Sunnyvale Library last remodeled are building space

and internet/information access. Any new library will by default leap frog to the next level so I'm sure any new remodel will be impressive. No new input from me is needed here.

Location:

The present library could as well be in any suburban dental office complex, there is little connection with the adjacent offices except some open space in front and around some of the reading room windows. Ideally a library would be located in heart of some community space such as a park or downtown.

Just the present Sunnyvale Community Center has a pleasant outdoor space. I would like the pond and fountain as a focus for a new library. It provides in nice weather places for walking or reading and at all times potential viewing from inside the library with the right building layout.

A downtown library could be an civic anchor but if there is restricted parking, difficult access and limited space it would defeat the move. Mountain View had the luxury of a much larger downtown area to integrate it's library as just one of many public community and commercial features.

Gripes (uh-oh)

My gripes are issues that seem to happen mostly or only at Sunnyvale compared to it's neighboring libraries. I'm writing this from the Santa Clara Library August 2005 so it's a striking and immediate comparison. Facility size exaggerates some of my complaints but the attitude among those involved seems to treat the library more as a bus station than a quiet meeting and study place.

- Families using the library as substitute day care for unruly kids.
- Homeless smelling up reading areas and major routes of access. There is some attraction to the corner chairs.
- Rude packs of students talking casually among themselves and on cell phones oblivious to where they are.
- Pretty much any cell phone use compared to the policies of the newer libraries.

For all concerned hopefully more constant policing isn't needed to improve the library environment but the setting itself helps induce better behavior.

Thank you for allowing me to vent and dream. Best wishes with future plans, I will be eager for Sunnyvale's 21st century Library.

My suggestion is to coop with Jamba Juice or Starbucks(sound proof the area) to make the library a hangout. "Come hang out and check a book out". Have book reading contests, poetry/writing jams(ie sharing times/open mike). Coop with oral history groups to schedule them at open mike times.

Hi ,

I'm a lover of Sunnyvale Library and the city. Some reason the city gone down a lot, same with the Library. I'm wondering , why can't we take help from Big tech companies in the City , Like Mountain View Does.?

Its very unfortunate to see videos are charged like competing to Blockbuster. I wish if you folks take a look at Mountain View Library and their fund rising techniques, that will help a lot for Our City.

THIS LIBRARY SHOULD MAKE IT SPECIAL AND UNIQUE, AS HEART OF SILICON VALLY, WE HAVE SOME SPECIAL FEATURE 'PATENT SEARCH ' .
ENCOURAGE THE RESIDENTS WITH CONFIDENCE THAN THE DIEING TONE.

Also , can host cultural programs from different cultures like 'San Jose Opera' , recently staged.

I like to see a wonderful growth in our Library.

Thank you for making it so easy to offer ideas!

Here are some to consider.....

Re-create the Children's section to a comfortable and welcoming place for parents/caregivers to read to children; some nooks and crannies or rocking chairs or a few overstuffed chairs; more open space between the stacks too. Some stuffed animals here and there and some children's art work too; visually appealing motifs that bring storybook characters to life. Add some quiet activities to engage small children. Hickleebee's bookstore in Willow Glen and the Wonder Cabinet at the SJ Children's Discovery Museum draw you in and create excitement about learning and reading. Add a check-out station in the children's section.

Add some meeting/conference rooms and an acoustically-engineered room for events, book readings, book clubs and family-night out at the movies types of gatherings.

Take over some of the grass on the Olive Avenue side of the library and create a "great room" with an area for board games that can be checked in and out and more places to sit and read. Make sure there are lots of windows for bringing in natural light and native plants to see and enjoy.

Re-create the library website with more interfaces that are graphically pleasing...with fewer words to wade through....more color and artistic impression. Consider adding book reviews written by library staff and/or the community-at-large.

For school age children, consider creating on-line resource that links school curriculum to library and other resources. Is there a way to "connect" or interface the library offerings at each public school with the city library system so each can be fully leveraged to benefit students? Perhaps a forum is needed to explore the idea.

Partner with a local restaurant... like Country Gourmet or Cafe Michele...to bring a limited-item cafe nearby with outdoor seating and an events bulletin board....perhaps a shared outdoor area?

You've heard it before, internet access would be by far the most useful addition to the Sunnyvale Library. This could be in the form of wireless. or you could install jacks at the carrells along the walls, or both. What would really set you apart would be if you set up a wireless access point that covers the outside around the front entrance. That way people could simply come to the front courtyard to check email, etc. and not fill up the library if that is all they wish to do. With the better equipment, a person in the nearer parking spaces could stay in his or her car! To me, this is similar in concept to the outdoor book drop-off. Good Luck!

A coffee kiosk at the library would provide a nice extra for the patrons while bringing in extra funds for the library; profits would go back into the library budget, making a coffee kiosk a non-profit entity.

Please provide Hoover's Profiles as one of your online databases.
Please provide eMarketer as one of your online databases.
Please provide Delphion as one of your online databases.

I would be willing to pay extra per year for an "enhanced" library card that provided access to these. This could probably be an addition source of revenue for the Library.

11-12-05

First of all I already took the time to write out my suggestions in an email to your webmaster, but in order to do so it asked for all this technical info which I did not know and so I lost my whole letter. How frustrating.

I would like to suggest you visit the computer room at the Santa Clara City Library on Homestead Rd. Their system is simpler and more convenient to use. Also, their chairs are ergonomic. Your chairs have cheap padding that one sinks into, so that I am way too low for typing and my legs are resting uncomfortably on the wooden frame.

They just seem to really have thought out their system. I hope you will be able and willing to learn from their successes, for the benefit of your patrons.

Thank you.

12-16-05

drive thru return slot

12-22-05

First of all I would like to say I enjoy the library a lot and I am glad we have such a wonderful resource available to us. My points would be:

Could you place the barcode sticker on a different location on the book/dvd/cd, because it covers the review of the book on the back and we can't read half of it.

Could you have more sitting space in the children's section for the kids? Like a larger table and lots of little chairs around it or more tables with chairs?

Thanks.

12-29-05

Still waiting for wireless LAN... It is a simple matter. Other libraries, even East Palo Alto, already have it. This is more like "Library of the PRESENT".

I am driving from my home in Sunnyvale, less than 2 miles from Sunnyvale Library, to these other libraries because the library located in the heart of Silicon Valley has not installed WiFi.

1-6-06

Please let members keep the not new release feature film DVDs for a week instead of 3 days.

2-8-06

Receive collections at my convenience

2-14-06

I think the Sunnyvale Public Library should provide WLAN Internet access. It is a great place to study, and I have been going there since elementary school. Even as a graduate student, i see that a lot more research is being done online, and would love to see the library as more resourceful and accessible to patrons. It would help to eliminate waiting for computer stations, and less of a hardware need on the library's part.

6-26-06

I would like to see more books displayed with covers fully visible. I think a book is more inviting when you can see the

cover and title, especially for young children who you want to be excited about discovering new books.

7-21-06

A comfortable cozy safe place to snuggle up and read a book or magazine. The fireplace at the Sunnyvale Library and the relatively low ceiling provides a great environment that is sorely missed when visiting other local libraries in the area, especially the newer libraries; with the exception of the Saratoga library. Now that is a fine library!

7-29-06

Wireless internet connectivity in the library would help to benefit patrons by providing more available resources.

8-4-06

I've been coming to the sunnyvale library for quite some time about 20 or so years. I've never had any complaints or issues that I thought should be addressed until just recently. One of the reason I enjoyed coming to this library was because of the enormous dvd selection you had for checking out and renting. When you made all movies to be rented free of charge and a longer check out periods, I was very thrilled, excited and just couldn't wait so see all the great movies that I haven't seen. That excited soon vanished, the reason why? Well every time I come to the library I go to look at the movies and all I see is empty shelves and maybe about 30-40 dvd's of movies I have no interest in. Yeah it's great to check out movies for free when there's a movie to rent but since the no fee for renting went into affect there's never anything to rent. Personally I liked it when you had a fee and shorter check-out time because it gave people more of a chance to be able to check-out and see the movies. everyone loves to have things for free but if there's hardly anything available it takes the fun out! All in all I still love and enjoy coming to the sunnyvale library!

8-5-06

Meeting Room Space that is big enough to hold a meeting of 10-20 people, with capabilities to connect to High Speed Internet and Audio Visual equipment that is available at low or no cost to the library card holders.

8-10-06

The library of the future needs to be a place where people go (as opposed to a box on your desk) to interact with other people, as well as information. Where there are reading programs to encourage children and adults to read, hopefully together, to discuss books, to be introduced to things they might not have sought on their own--such as opera. It needs to be a place where children love to go, a place where all adults can go and know they are welcome, a place where seniors (and mothers of small children) can go for free on a hot day and know there will be something to do, a clean restroom, a drinking fountain--and no time limit. The library of the future should be the most welcoming, nurturing, exciting place in town.

8-22-06

Maybe by re-modelling the Library would help bring in customers. I think if you guys made the Library Futuristic looking, more people would come. I know I would.

8-31-06

Move the library!

The City Clerk needs 70K sq. ft.

The Library is 70K.

Give the library building to the City Clerk and move the library to the Town Center Mall.

It will be good for the city and good for the library.

Create a university size library to rival any!

The library will have plenty of parking and shopping nearby which will be a great convenience to the citizens and provide the 1% sales tax for the city.

We could create a University atmosphere giving the former university attendees a place to come to and feel happy. If this were done in a Zero Energy Development like BedZed in England all the better.

We could attract the people of the future with our own solar innovation and design.

With all the people who are working on their computers at home the library could be the central attraction to a new culture forging ahead in this new millennium.

A lasting culture of learning could be established.

Hi Deborah,

With the city buying the mall from the failed developer; now would be the time to allocate the land for a library. Call Bob Paternoster in Community Development!

We don't need more drinking establishments. Murphy Ave. is great for that.

We need a beautiful attraction for the Downtown. We are not near any major interstate highways so we need to give people a reason to come.

A salubrious environment with learning at its center has been a mainstay for many civilizations.

Traditional learning coupled with futuristic innovation in design is a major attraction.

We could teach the world new designs.

There are kids growing and wanting to learn since time began. Me too!

<http://sunnyvale.ca.gov/News+Releases/2006+News+Releases/08-09.htm>

The Santa Clara City Library on Homestead near Kifer is a very nice library.

www.library.ci.santa-clara.ca.us/about-the-library/locations.html

(copy and paste link)

I really like your library idea. On account of the children's section, that would add an attraction for parents with kids to the downtown. Fantastic idea.

WAW THAT IS GREAT NEWS

the FOLKS CAN WALK TO LIB

CITY WOULD LOVE IT

Especially the international section for senior citizens of the whole area

They can walk to Lib and enjoy their golden life in the Valley

9-2-06

Basing on your resources, try to provide study rooms for teenagers and for valued group discussions. It's easy to share knowledge through group discussions and they can also have some privacy. Most of new libraries are provide study rooms, but you may need resources like funding etc.

9-3-06

When I learned in the past that our library was financially strained, I was surprised to see the large section of non-English materials. That did not make any sense to me. Why would the library waste money on people who do not make the effort to learn the local language? So for the future, I suggest that all purchases be relegated to our native language, English.

9-4-06

Have more Books on CDs so they can be listened to in your car.

9-6-06

Sorry cannot attend. Current "wish" - separate new feature DVDs as you do new books. I'd have no problem going back to \$1.50/3 day on the new features. Too time consuming to wade through ALL the DVDs to maybe find a new one. Worked before when you charged for all.

Thanks and good progress with Library of the Future"

9-6-06

We hope the the library will remain where it is. It is very convenient to stop there when we are shopping. (Trader Joe's, Target, etc.) Also, please keep J. Seward Johnson's wonderful statue "Out to Lunch" in front of the library and hopefully in the same position with the wall behind it. Kids and adults adore that statue. How many times have I seen someone trying to read his book? Even in the newspaper article, it is a picture of the statue that is used to represent the library. Thanks for considering these words.

9-6-06

If you want to know what Sunnyvale needs, take a look at the Santa Clara and Cupertino Libraries. Even though the Sunnyvale Library is closer, I find that the Cupertino library has everything that meets my needs - a large, well designed outdoor area where kids can play without too much concern for traffic, a coffee shop attached, a large indoor space with a separate children's area that has lots of space to actually bring kids, and lots of rooms and conference areas for those who do not want noise. Many computer terminals (i have yet to see them all used at once). More than ample parking. And now it has a couple restaurants within walking distance.

Also, being a county library has the ability to access more books. The county library system allows you to use the computer at home to request a book, and it's filed and easy to find once you get there (whereas Sunnyvale won't pull books for you unless they're on hold).

Thanks for listening.

Dear Committee,

I am delighted to hear that Sunnyvale will address its library needs. While I can not attend the forum, I would like to provide my input. I have two things to convey,.

First, I like to apporoximate location of the library where it is.

Second, I think the greatest need is the collection itself. Having used (or tried) the library many,many times, I have been discouraged by the lack of appropriate books.

I found the collection for very young children to be adequate (not great), but once my children were in about 3rd grade it was no longer adequate to support their school projects. The adult collection of fiction, non-fiction and reference material usually did not meet my own personal needs. I found a supply of aged classic fictional works, but not newer titles, the non-fiction and reference section almost never met my needs. We simply do not have the books! However, I did find many,many volumes of books that were outdated, out of vogue, and inadequate.

I have no complaints about the parking, the staff, the physical surroundings, the computers, the fines, the policies, the hours, etc.

I hope you take my input for the positive value I wish it to have.

9-8-06

I think there should be rooms for book groups to meet. I would love to see the library hooked into the Santa Clara County system. Now if I want books from that system, I must get a library card somewhere else. Also, in the children's section, I would like to see the books listed by AR (accelerated reader) levels. It would be great if my kids knew a book was on the AR list and its level.

9-8-06

The first question I would ask is:

Is there a future for libraries as we have known them in the past?

My answer would be unlikely. This because they are being challenged by technology in every way possible. Libraries will have to expand their functions to include things that are either not available or new and need a home requiring human interaction.

A few of the things that are or will be challenged by technology:

Hard cover books will increase in costs while usage will decline. On line digital books or downloadable copies will become more cost efficient and purchase or rental will be electronic.

Research should be an important factor, but again online research is available from our home or laptop computers.

This might out step human library assistance, but libraries may be able to offer online research sources that would be beyond the average population financial resources.

What else is left?

Perhaps the most reasonable library functions would be the personal touch in training or education and social activities relating to reading, science, learning, life and the arts such as, writing, music, theater, drawing, painting%2, etc. and anything related to knowledge or social learning experiences. Possibly they may overlap in the areas of museum, art gallery, dance, lecture, etc.

9-8-06

Any chance of bring back the drive-by book return bin? You used to have one and it was taken away. It could be put in a different place then it was before so as not to cause a traffic congestion problem.

9-9-06

We could do so much more with what we have if it really was the SUNNYVALE library. PLEASE restrict library cards to people who show proof of residence in Sunnyvale. That's not too much to ask of the SUNNYVALE Library. As a lifelong resident since 1949, I don't feel it's fair to have to compete with people from all of the surrounding communities for the services of my city library. We ACTUAL residents shouldn't be subsidizing people who live in other cities.

9-9-06

As a Sunnyvale resident, I would love it if our library was part of the Santa Clara County Library system. I read a great deal, plus utilize media offerings, and I appreciate the ability to research titles on line in all of the county's branches, then request to have them brought to the branch closest to me. I end up picking up books in Cupertino or Los Altos, If Sunnyvale's library were an affiliate, it would greatly expand the availability of materials for our city's residents.

September 13, 2006

She also mentioned that her concerns would be in stabilizing the temperature and noise, and upgrading restroom facilities whether it be in a new or remodeled building.

9-11-06

1. set up wireless internet
 2. free lockers
 3. Keep the old library but expand it at the same location.
 4. more children's programs
 5. more children's DVD
-

9-18-06

Anonymous feedback card submitted to Library Administration:

- "1. In the future, more people will be using public Outreach to get places like the Library. Maybe a drive-through drop for video's and books like at the Tully Library in San Jose, CA.
2. For those who cannot take time to get out of Outreach: possible "Call & Haul" drive by window, where you could by the same trip get new features, books, etc. for the handicapped."
-

9-20-06

I had a call from a member of the Sunnyvale Art Club this morning. She is unable to attend the Forum, but her suggestion is that the Library make available more room to display local art on a rotating basis in the future.

9-20-06

Just fell upon your site re S'vale Library and at this time I only have 2 small suggestions:

1) Keeping in mind that the library is very concerned about privacy, would you please (optionally) remove a patron's names from the library receipt that you issue. It's a concern. And thank for already removing our private information from displaying on the self check-out machines.

2) Regarding DVD feature movie lending policy:

I know you've been struggling to find an effective DVD movie policy, and I'm glad to see you made some changes a few months ago, but you tipped the scale by doing so: there isn't enough of a selection anymore and what there is available most of the time, is usually not worth watching. I think it's wonderful that you decided against charging a fee (I never thought that was a good idea for a public library to do); and I think it's great that you extended the loan period to a week. So, if I may make a suggestion --- that you reduce the NUMBER of DVD's a patron can have out on loan from "6" to "3". I think that might increase the library's available shelf selection with little inconvenience to most people and 3 movies a week seems more than reasonable. If anyone wants to and has the time to watch more than 3 movies a week, they surely must have the time to make a trip to the library to return and restock 3 more if necessary.

Thanks for listening.
Keep up the good work

9-20-06

Sunnyvale's library has really gone downhill.

You have to stand in a long line to get the last 3 months of Sunday's newspaper to browse. Same long line just to look at yesterday's newspaper. Librarians have the space to store at least the last week or 2 of old newspapers behind the flip up shelves they already have, but this is job security for librarians. They could also have the last 2 or 3 years of magazines out for browsing instead of making you stand in line. A lot of times you just want to browse and don't know the dates of the magazine you want to look at. They really need to get rid of the head librarian and have the library run by users, instead.

The library is small and crowded. It would be nice to have chairs with more space. Some people who don't bathe cause a whole section of chairs to be evacuated.

9-20-06

I would like to have an inviting, pleasant climate-controlled basement under the Library of the future.. My experience indicates we could use one or more meeting rooms. At least one should be large enough to be divided into 2, 3, or 4 smaller rooms. Should dressing rooms be adjacent to a large meeting room?

9-20-06

netbooks: provide a delivery service and web ordering analogous to Netflix, with users having the right to have as many as (say) 3 books out at any given time, with no due date but with no further books until the books out are returned. This will help folks who can't come to the library to get books, provide a revenue stream (no reason to do this for free though shouldn't be unduly expensive) and increase use of the library's store of books. Could be started with modest investment since you already have the books and most of the needed tracking system.

9-20-06

Ideas:

A drive through lane for book return drop off.

A computer lab with 50 computers and a supervising librarian available.

Multi-language materials should be limited. English is our main language in the United States. Cost savings.

Eliminate all Hollywood movies. Education format material only.

The library should house a small auditorium for stage programs, author series. Seating capacity 100-150. Could also be a meeting room.

A modern bookmobile is needed as an outreach source for the elderly and for patrons in outlying areas. Our current library is not centrally located.

There should be a FOL book sale in the library staffed by FOL volunteers.

Reading rooms should be comfortably furnished.

A small café adjacent to the reference desk should provide some drinks and snacks. Vendor operated.

Internal virtual branch for 24/7 easy access by computer.

The Children's Room should have a mural wall and contain 10 or more tables and chairs. If possible it should be skylight lit.

The Study Room should have computers for rapid data and catalog access. The computer should have dictionary and encyclopedia software installed.

Programs will include authors, local trades and professional people, ethnic exposure, puppet, magic and craft demonstrations. Presentations by trades and professional people may help teens decide on a career path.

9-21-06

Hi Deborah

I was unable to attend the "Community Forum on the Sunnyvale Library of the Future". I have one main request for the Library of the Future, open Internet access.

I would like to see every Computer at the Library available for Internet use. I would also like to be able to view the Internet without having to log-on, or have a 15 min or 1 hr restriction.

The Library and Internet are both great resources for information and should be equally accessible without restrictions. Would you have a Library where every one had to sign-in before entering and could only stay for 15 min or an hour and every thing you looked at was recorded and possibly misused used or misinterpreted by covert out of control Governmental Organizations.

Library and Internet use should have the same level of privacy protection, I shouldn't have to worry how a book or Web page I read can somehow be taken out of context and used against me in the future.

Thanks

THANKS for the opportunity to share thoughts and ideas - here is my wish list:

Main focus is ON SITE location of Friends of the Library activities.

The Friends provide a significant source of funds for many programs and these can expand as the Friends are more easily and efficiently able to process the donated books for resale.

These include donation acceptance, sorting, boxing and storage) and book sales (large sale sales 3-6 X per year for all categories of used books, and smaller IN HOUSE Book Store area of current , like new books.)

---A basement is suggested for the sorting and storage area rather than on main floor as basements are lower cost than adding a second story and do not increase the footprint of the building. Another solution might be to copy Mountain View Lib. and locate the Friends' area near the large garage for the Bookmobile (if you get one). this way books can be sorted and stored near where the book sale is held, and the large - garage/book sale area can serve double duty while also getting our book sales OUT of the weather. Basic suggestions:

1. Book sales area near main entrance in highest traffic flow area
2. Integrate book sales with coffee/snack sales area - possibly with outdoor seating area (security?) enclosed.
3. Full time (when open) cashier/worker (volunteer/paid?) to monitor book sales/snack area will also box donated books
4. cashier can do initial separation of general sales vs Book Store quality books.
5. Provide method (moving screen) to secure book sales/food area from general library when not manned.
6. Drive up book drop for donations Even walk up drop slot would be better solution to problem of unsupervised drop room or library personel handling –allows day/night drop.
7. Donation area accessible to “cashier/worker” in book sales area so they can box books
8. Shelves for empty boxes, supplies, food, waiting sale books
9. Counter for cash register, display case, storage underneath
10. use local merchants, restaurants, vendors for variety of food choices - plan on only PAPER waste - no plastics - pick food accordingly.
11. Book cases to display books for sale like marketplace, different sizes, subjects, separated children's area
12. Chairs and tables (outside of secure area) on tiled floor, for eating/reading so only food/book sale area will be secured and tables remain available at all times for use. may include internet station wall and links to library catalog.
12. try to locate book sale/food area near at least one meeting room for small group use.
13. NEED Elevator to move books to downstairs sorting area
14. Stairs/ramp to access downstairs work area if elevator not working – ramp would allow movement of books on hand trucks, stairs would not – can be on any side of building
15. Private/secure door to allow access to downstairs work area/book sales area separate from main library (security curtain locks from both sides)

16. Display area on back of wall separating book sales area for special books, art work, special notices and displays (changing themes - seasonal, subjects)

DOWNSTAIRS WORK AREA:

1. Assume that we use downstairs room for storage of processed books ready for sale – books will be sorted then moved storage stacks as t Raynor Center to await sale
2. Bathroom! – IF ACCESS TO SORTING AND STORAGE AREA CAN BE 24/7 (BECAUSE AREA IS SECURED SPEARATE FROM LIBRARY) we wouls need our own bathroom. if access is only to be allowed during lib. hours, bathroom not necessary.

If Friends decide to sell books on internet and it is more likely than not:

3. Screening area for internet scanner for books

4. Computer area with multiple monitors/keyboards/printer – adjacent shelves

5.Postage, mailing area with storage for supplies, cutting board area waste height, mail waiting area

6.Ongoing processing area – counter, boxes, supply storage

7. Storage area for Christmas/Holiday books (since we sell them in the library)

8. Storage area (numerical) for internet listed books

9. Rest area (in corner) for workers with table/booth, refrigerator for drinks, cabinets for food, sink for washing up , under counter storage, mailboxes for officers, bulletin board, - could be used for board meetings, center for worker signups, special book handling activities. etc

10. storage area for book sale materials

11. Windows/light well around building base or along one side to allow for natural light

12.Possible outside covered stair well/ ramp and entrance to lower work area – secure from rest of library - for entry outside of lib. hours.

13. any large meeting room can be use upstairs for book sales area - flexible screened rooms that can be enlarged are ideal as each sale requires differenr amont of space for book display . also easier to monitor patron activity and traffic flow.

thanks for this chance to dream about the future.

--

Posted by Anonymous to [Sunnyvale's Library of the Future](#) at 9/21/2006 08:04:05 PM

9-23-06

I recently visited the newly completed San Mateo library and thought it was beautiful. I would love to Sunnyvale have such a library. It was the perfect mix of style and function: lots of natural light, many places to study or read quietly as well rooms and tables for group study or meetings. My main concern for a new Sunnyvale library is that it be large enough to accomodate all who want to use it, as well as be welcoming..

9-23-06

Put a second story on the existing structure. Upgrade all heating and air. Build it green!

Services - offer meeting space for non profit/community groups.

9-23-06

I'm not sure if this is the correct place for my suggestion, but after being in the children's reading room (where the read alouds take place) I was thinking that the room could use some colorful decor. A suggestion might be to have children's art work hanging up or some child friendly posters/ banners or even pictures of children reading.

9-23-06

Allowing children to be at the library would be good

9-25-06

Sorry I had to leave the Sunday 3-5 focus group early.

-Library needs to be a gathering place, important function for stay at home mom. A destination that doesn't necessarily involve spending money. Many moms from elsewhere, and a place to be around other people important. Areas where people could "be" as a social activity - people watch, etc. Cafe, story times, plays, meeting rooms. Right now, biggest local destinations are Target and Borders. But again, shopping becomes the social activity. Might be hard to do all the time on one income.

Thx!

9-25-06

Sam and Rob,

I was in the last session you held on Sunday. Sorry I skipped out just moments before the session ended. En route home I thought of one other thing that I thought couldn't hurt to just mention. I would like to see bike racks at the library.

Thanks for an interesting and informative session.